



1 March 2012

IVHInsights

ADMISSIONS

By Doug Freeman

Admission to the Iowa Veterans Home is limited to honorably discharged veterans who are eligible for care and treatment at the Department of Veteran Affairs facilities. An honorable discharge includes a general discharge. The spouse of a veteran or widowed spouse of a veteran is eligible for admission, based on the eligibility of the living or deceased veteran spouse. The applicant must meet the residency requirements of the state of Iowa on the date of admission to the Iowa Veterans Home. Spouses must be married to a veteran for at least one year before the date of application. Certification of residency is required by the County Commission of Veterans Affairs. The Admissions Office can assist you if you would like information about the Commissioners throughout the state of Iowa. Currently the average age for a veteran living on a nursing unit is 77 and 67 for Heinz Hall. In 1997 the average age was 73 for nursing and 56 for Heinz Hall. The youngest veteran currently residing at IVH is 43 years old and the oldest is 105. As of 2-27-12 we have 508 residents living on nursing units and 102 residents living in Heinz Hall resulting in an overall census of 610. If you know anyone who might be interested in placement, have them give the Admissions Office a call at 641-753-4325



this issue

Heinz Hall P.2
Support Services P.2
Nursing P.3
Facilities Management P.3
Food & Nutrition Services P.3
IVH Insights Editor P.3
Calendar of Events P.4
Announcements P.4
IVH Spotlight P.4

Commandant's Corner

We are pleased to be publishing the Insights once again. Since the last printing there have been many changes here at the IVH. We recently began the certification process for the new beds in the Fox & Ulery buildings. There has been a lot of hard work put into making this happen. Nearly everyone has played some part in this success. I would like to thank the teams from Dack 4, Sheeler 2&3, and Malloy 4 South. They have received amazing support from all areas, especially, dietary, maintenance and IT staff. On March 6th we will start the VA survey to finalize the certification process. After we show we have met all the standards we will occupy the rest of Fox and Ulery with residents from the units mentioned previously.

It is our goal that eventually all residents here will have their own room with a fully functional bathroom.

We have continued to move forward with our Table of Organization changes. We continue to hire staff and have added a few positions. We have great support from the Governor's Office and our elected officials; local, state, and national. The budget submitted to the legislature was supportive of our needs for this next fiscal year and our future looks very bright. I thank you all for the hard work you do here every day. I am honored to serve beside you as we care for our residents.

Commandant David Worley

New Employees by Wayne Pierson



The following IVH employees have completed the New Employee Orientation program (NEO) for the month of February 2012. Congratulations and welcome to the Iowa Veterans Home!

Front Row (L to R) Maxine Holaday, Jill Card, Judy Kelley, Taylor Roseland, Nicole Schmidt

Middle Row (L to R) Mollie Bottorff, Rita Graves, Kendra Danielson, Amber Port, Taddi Ryan

Back Row (L to R) Gary Young, Stacy Chavez, Stashia Fouch, Kim O'Neill, Elizabeth Mirguet



Heinz Hall Update

by Margie Button

Although the building looks quite the same, there have been many changes occurring in Heinz Hall. Many residents have transitioned into community living, and we are proud of their success. We have welcomed many new staff and residents in the past six months, as we have initiated caring for residents who require Long Term Health Maintenance programming. Some of these residents have familiar faces as they have relocated from Nursing level of care, but many are new faces to IVH, so give them an IVH welcome when you see them in the hall or dining facilities.

We are excited to share that we have new groups within our community that are meeting and have been enjoyed by many. A New-comer's group has been meeting twice a month, and a Coffee Club group meets every Wednesday morning to enjoy socialization and freshly baked goodies with a cup of hot coffee.

Staff have initiated Primary Care Partners for all residents in Heinz Hall to increase staff involvement and to facilitate person directed care, as we strive to make a home for residents living in Heinz Hall. This has been extremely beneficial as we welcome new residents and familiarize with the services we have available.

Support Services by Penny Cutler-Bermudez

The State of Iowa offers a valuable benefit to employees through the Employee Assistance Program. Many of us face challenges at some time in our lives that may affect our work. It is difficult to balance work and family at times. The EAP program is there to help employees deal with some of these issues. There is no cost for services provided by EAP and services are intended to be short term in nature. Counseling services are limited to three (3) sessions with an EAP counselor per incident. If an EAP counselor refers you to other resources for additional help, those resources may charge for their services. EAP counselors will work with you to identify resources that are affordable or that may be partially covered by your health insurance.

Life Coaching services are generally provided for up to nine weeks. Services provided by the EAP include:

Counseling Services

EAP counseling services are intended to help people before problems interfere with job performance. Problems for which the EAP can provide help include:

- Alcohol or other drug abuse
- Career struggles/job burn-out
- Death/dying issues
- Financial consultation (budgeting, investing)
- Health or stress concerns
- Interpersonal conflicts
- Marriage or family problems
- Legal concerns (personal, non-employment related)
- Workplace conflicts

Life Coaching Services

Life Coaching services are intended to help you and your family members resolve life issues. You participate in coaching over the Internet and by telephone instead of having in-person appointments with an EAP counselor. You might find life coaching helpful in dealing with Family Issues, Caring for a Dependent Adult, Couple/Marital Relationships, Grief/Loss, Weight Management, Smoking Cessation, and Work/Life Balance.

Financial Consultation

Provides information about budgeting, investing, and other financial topics.

Critical Incident Stress Debriefing

Helps employees cope with situations such as the death or serious injury of a co-worker or resident.

Appointments with EAP Counselors

Appointments with EAP counselors are available some evening and weekend hours, as well as during business hours. You may see a counselor on your own time and no one will need to know.

To contact the State of Iowa Contact Employee Assistance Program please feel free use the following information listed below.

Employee and Family Resources (EFR)

515-244-6090 (in the Des Moines area)

800-327-4692

Outside of Iowa: 800-327-3020

[Employee and Family Resources](#) website

Facilities Management *by Kathy Shannon*



The design process for the Dack and Malloy renovations has begun. There is much discussion regarding the transition to single rooms with a private bathroom with shower. Planning for a project this size takes much planning and all involved are attempting to make the space the best it can be to meet the needs of all residents.

The lighting project is continuing and Maintenance will be coordinating with staff in Sheeler building to get those areas re-lamped. Sheeler is slated to be complete by April 1, 2012. Thanks for everyone's cooperation as we have worked on this project that involved many buildings on campus.

A break in the water main was repaired with much coordination and effort by the Maintenance staff. Many hands pitched in to get this repair completed in 8 hours with as little inconvenience to residents and staff as possible. Great job to all involved!

The move into the Fox building has occurred and the residents are pleased with the new buildings. The rooms are cozy and the living space around the hearth is a great gathering space. After the VA survey, Fox can be filled with residents as well as the Ulery building. The artwork in the Ulery building is complete over the fireplaces and looks great! The last of the art will be installed in March in the Fox building.



FOOD AND NUTRITION SERVICES *by Mark Freland*

On 2-14-12 we finally got the opportunity to open the Fox Building. Twenty-one residents were moved from Dack 4 to Fox and we began providing meals starting at lunch on that day. At the present time we are providing meal trays and snacks to the Fox residents and so far things are going well. The Food Service Department is excited and a little apprehensive about providing services to the new buildings. There have been three or four years of conversations, expectations, and predictions leading up to the move and there is going to be a huge learning curve for all of the residents and employees involved with this endeavor. We appreciate the patience and kindness that everyone has shown the first couple of weeks during this move. Keep up the good work!



Nursing by Laurene Garvis



When a resident is in need of medical assistance, and there is not an RN in the area it is important we all know what to do.

In the event of a resident medical emergency, call 4333 and ask for an RN STAT. You will need to provide your exact location (building, floor, etc) and may be asked for other relevant details. The switchboard operator will notify the NOD and Float Nurse to provide assistance. Do not leave or attempt to move the resident until the RN arrives.

Our priority is to quickly respond to our residents in a medical emergency. Do not worry about whether an RN or DR should be called. The responding RN will assess the seriousness of the injury/illness, provide necessary emergency treatment and request further assistance if needed.

If a resident has a medical emergency, call 4333 and request an RN STAT; providing a rapid response for our residents is our first priority.

IVH INSIGHTS *by Michael Hines Editor*

The IVH Insights will be a quarterly published document of the Iowa Veterans Home. To submit news or questions please email the editor @ Michael.hines@ivh.state.ia.us or call 641 753-4309.



IVH Website Calendar

Submit your event information on the IVH website calendar.

It's quick and easy and the calendar is available to staff, residents, and the community.

Log on to

www.iowaveteranshome.org

and click on "Calendar" to begin.

IVH Canteen Hours

Monday – Friday

8:30AM – 3:00PM

Saturday – Sunday

9:00AM – 2:00PM

Upcoming Events

Day	Date	Time	Event	Location
Sat	3/3	2pm	All Tama County American Legion Party	Malloy LRC
Tues	3/6	10:00am – 4:00pm	Boys State Basketball	Wells Fargo
Sat	3/10	1:30pm	Music w/Brian Hutzell	Malloy LRC
Sat	3/17	11:00am-1:00pm	Foreign Food Festival	Malloy LRC
Sun	4/1	9:30am	AMVETS Easter Dinner	Des Moines
Sat	4/21	1:00pm-3:00pm	VAC Spring Carnival	Malloy LRC
Fri-Sun	4/27/28/29	Various Times	Donna Reed Film Festival	Orpheum Theater
Thurs	5/3	9:30am – 5pm	Pella Tulip Festival	Pella
Thurs	5/17	9am	Garden Box Planting at IVH	Courtyard
Wed	5/16	9am-3pm	Jerry's Barnyard at IVH	Courtyard
Sat	5/19	11am-1pm	Elks Fish Fry	Malloy LRC
Mon	5/21	11am-1pm	Ride to the Wall	Courtyard
Tues	5/21	TBD	Oscar Power Show	Courtyard
Mon	5/28	10 am	IVH Memorial Day Program	Malloy LRC

Announcements

ATTENTION ALL AFSCME LOCAL 2984

MEMBERS. We are once again accepting application for our College Scholarship. Qualification for the application is to be a child or grandchild of a current AFSCME Local 2984 member and a senior in High School. There are two scholarships available; the first place is for \$500.00 and second place for \$250.00. Applications are being accepted from March 31, 2012 to May 1, 2012. The applications are available from all Local 2984 officers. Lists of officers are posted in all AFSCME locked bulletin boards.

Attention World War II veterans the Marshalltown Honor Flight is taking applications for the April 24th 2012 Honor Flight to Washington DC. Contact information for the Eastern Honor Flight

is www.eihonorflight.org or e-mail @ crhonorflight@mchsi.com. This a great event that honors our World War II veterans. Fill your application out today!

Peterson Library hours have changed to the following:
Monday 9AM – 7PM and Tue 9AM – 4PM
Weekend Hours are the 2nd and 4th Saturday



IVH Highlight by Shauna Callaway

Jan Jeske has been the Unit Manager on Dack 4 for four years. For the past several months Jan has been preparing her residents and staff for the move out to the Fox Building. She has taken a beautiful building and turned it into a home for our residents where their individual care needs can be met. Jan has been involved in every aspect of this move making decisions regarding the environmental and operational needs of the households so that we can best serve our residents. We currently have twenty-one residents in two households in Fox and the remainder of the residents still reside on Dack 4 until after the VA survey. Jan, along with Krystle Faris, her NS1, and the entire staff have maintained the operation of the unit in two different locations for the past three weeks. IVH commends the Dack 4 staff for their diligence and commitment to learning the processes of a new care environment while continuing to meet the needs of each resident whether on Dack 4 or in the Fox Building. We look forward to passing the survey the week of March 5th so that we can bring all of the Dack 4 residents and staff together under one roof. Thank you to Jan for providing the leadership and to the entire Dack 4 staff for making the transition to the Fox Building as seamless as possible for our residents. Please take the time to acknowledge Jan and her staff on a job well done.